

INFINITY
MEDICAL CONCIERGE

Your Medical Companion
in South Africa

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Before You Travel: Medical Preparation

Preparing for a luxury trip to South Africa should include not only your passport, itinerary and bookings, but also your health record of allergies & medications.

The South African Department of Health and the World Health Organization recommend several key vaccinations and preventative measures to ensure a safe and stress-free journey.



Vaccinations & Preventative Measures Checklist:

- Hepatitis A & B – Especially for rural travel and local cuisine.
- Typhoid – For extended or off-the-beaten-path stays.
- Tetanus-Diphtheria-Pertussis (Tdap) – Booster every 10 years.
- Measles-Mumps-Rubella (MMR) – Ensure up-to-date status.
- Rabies – Consider if traveling to game reserves or remote areas.



We recommend visiting a travel clinic or physician 4–6 weeks before departure to ensure your vaccinations are up to date and appropriate for your travel plans.

What to Pack in Your Medical Travel Kit

Being well-prepared can make all the difference when you're travelling, especially in unfamiliar environments. While South Africa has excellent private healthcare, it's wise to carry a well-stocked medical kit to manage minor health concerns independently or until professional care is available. Below is a suggested list of essentials and optional items to include in your medical travel kit, based on expert recommendations.

Medical & Health Items Checklist:

- Prescription medications (in original packaging, with a copy of the prescription)
- Basic first aid kit (band-aids, gauze, antiseptic cream or wipes)
- Pain relievers (e.g., paracetamol, ibuprofen)
- Antihistamines (for allergies or insect bites)
- Antidiarrheal medication (e.g., Imodium, activated charcoal)
- Antacids for treating indigestion
- Oral rehydration salts
- Motion sickness tablets
- Antibiotics (optional / consult a travel clinic)
- Thermometer (optional)
- For individuals with a history of severe allergic reactions, carrying Epinephrine auto-injectors (such as an EpiPen) is critically important for immediate treatment

Sun & Insect Protection:

- Sunscreen (SPF 30+ or higher)
- Lip balm with SPF
- Insect repellent (DEET-based recommended)
- After-bite or anti-itch cream
- Wide-brimmed hat and UV-protective sunglasses

Documentation

- Vaccination certificate (if required)
- Travel insurance details (including emergency contact numbers)
- Copies of prescriptions for chronic medication or medical devices
- Copies of eye prescriptions (if applicable)



Chronic Conditions & Medication

- Bring a doctor's letter detailing your condition and prescriptions
- Carry medication in original containers
- Keep medications in hand luggage
- Pack extra supply for delays
- Note: Injectable meds (e.g., insulin) require a supporting letter

If you're travelling with a chronic condition, preparation is essential to ensure continuity of care while in South Africa. Always carry a doctor's letter detailing your diagnosis and prescribed medications, especially if you're travelling with injectable treatments like insulin, which require supporting documentation.

Medications should be kept in their original containers and packed in your hand luggage for easy access and security checks. It's also wise to carry an extra supply in case of travel delays or lost luggage. Being prepared helps avoid disruptions and ensures you stay well throughout your journey.

Infinity Medical Concierge is on call 24/7
to assist travellers who sign-up for the service with chronic conditions by swiftly connecting them to trusted local doctors and specialists should any issues arise during their stay in South Africa

Malaria Risk Areas in South Africa: Understanding the Zones

Malaria is a parasitic disease spread by mosquitoes in tropical and subtropical climates, causing symptoms such as high fever, chills, and flu-like illness. Without prompt treatment, it can be fatal. In South Africa, malaria is present in specific regions, primarily remote areas in the far north and east.

This includes Kruger National Park and the 90km area along the border with Mozambique and Zimbabwe, which is designated as a malaria risk zone. Some nearby areas may also carry a malaria risk during certain times of the year. Malaria risk maps classify areas into low, moderate, or high-risk zones, with corresponding recommendations for mosquito prevention and/or antimalarial tablets.



Mosquito Bite Avoidance Strategies

Effective mosquito bite avoidance is essential in all malaria risk areas, and indeed, year-round for protection against other insect-borne diseases.

Key strategies include:

- **Clothing:**

Wearing long clothing, such as long sleeves and long trousers, especially after sunset when mosquitoes are most active, helps to cover exposed skin. Light-colored and lightweight clothing is also advisable.

- **Insect Repellents:**

Using EPA-registered insect repellents containing active ingredients like DEET (at concentrations between 20-50%) or picaridin on exposed skin is highly effective. For children, adults should apply the repellent, ensuring it does not get on their hands or near their eyes/mouth, and avoiding application on wounds or skin defects. Reapplication every 6 hours is generally recommended.

- **Sleeping Arrangements:**

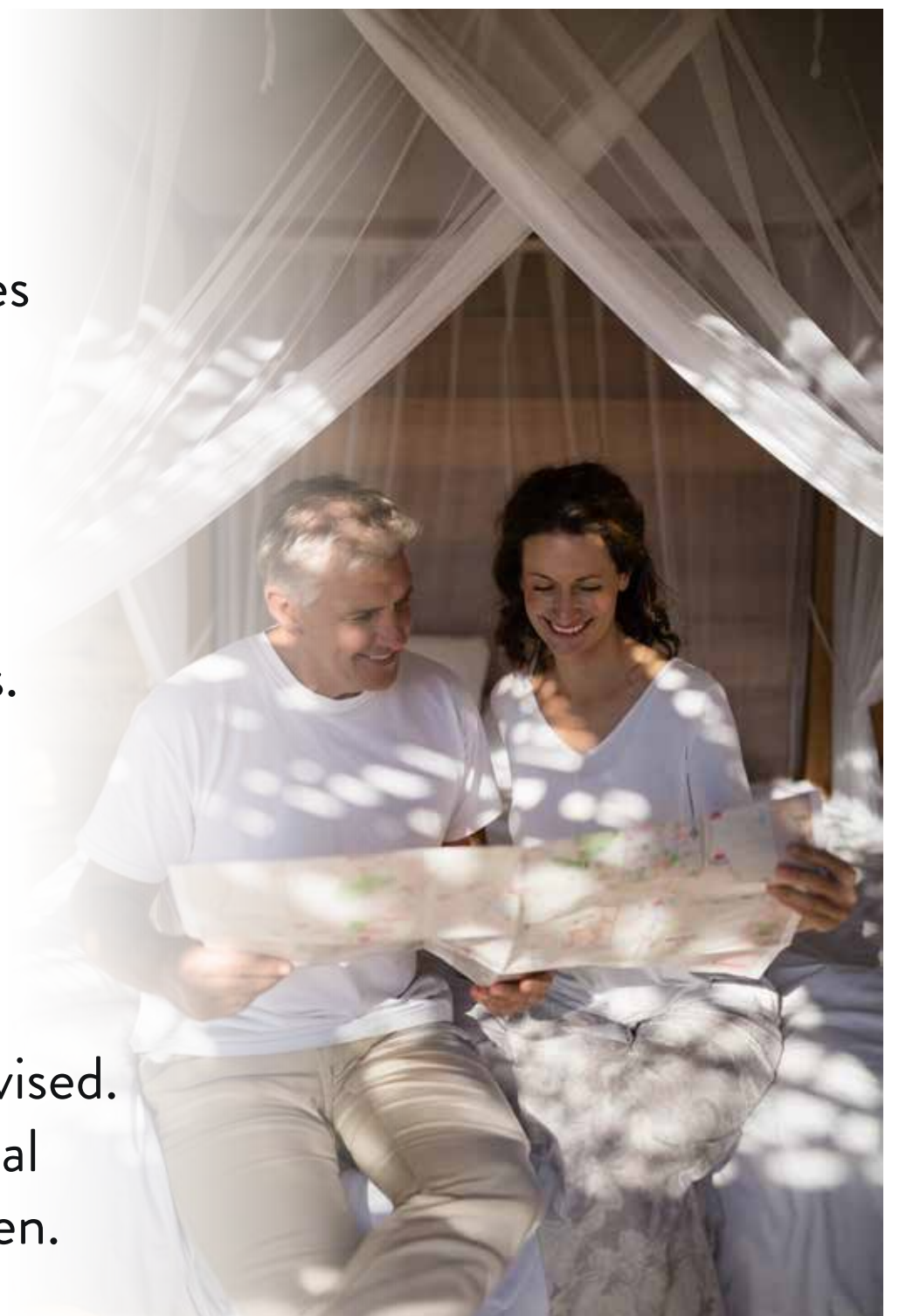
Securing sleeping spaces with nets and screens, or using an impregnated mosquito net over and around the bed, both indoors and outdoors, provides a physical barrier against bites.

- **Awareness:**

Being mindful of bug-prone hours, typically dusk and dawn, can help travelers take extra precautions.

- **Antimalarial Drugs:**

For moderate to high-risk areas, antimalarial drugs such as atovaquone/proguanil (Malarone), doxycycline, or mefloquine (Lariam) are usually advised. Consultation with a healthcare professional is crucial to determine the most suitable prophylactic regimen.



Navigating South Africa's Healthcare System

Healthcare Access for Travellers in South Africa

South Africa offers world-class medical care, particularly in its major cities, where private hospitals, clinics, and specialists are highly regarded internationally. Rural areas may have limited facilities. While emergency care is available at both public and private institutions, private care is generally preferred due to shorter wait times and better infrastructure.

Travellers are advised to have comprehensive travel medical insurance and be prepared to pay upfront or present proof of cover when seeking treatment. Pharmacies are widely accessible, but it's wise to bring prescriptions and check local medication names in advance.

Emergency Numbers:

- Netcare 911: 082 911
- ER24: 084 124
- Public EMS: 10177
- General (Mobile): 112
- National Sea and Rescue Institute (NSRI): 021 434 4011
- Maritime Emergencies: 087 094 9774

Staying Healthy While Travelling

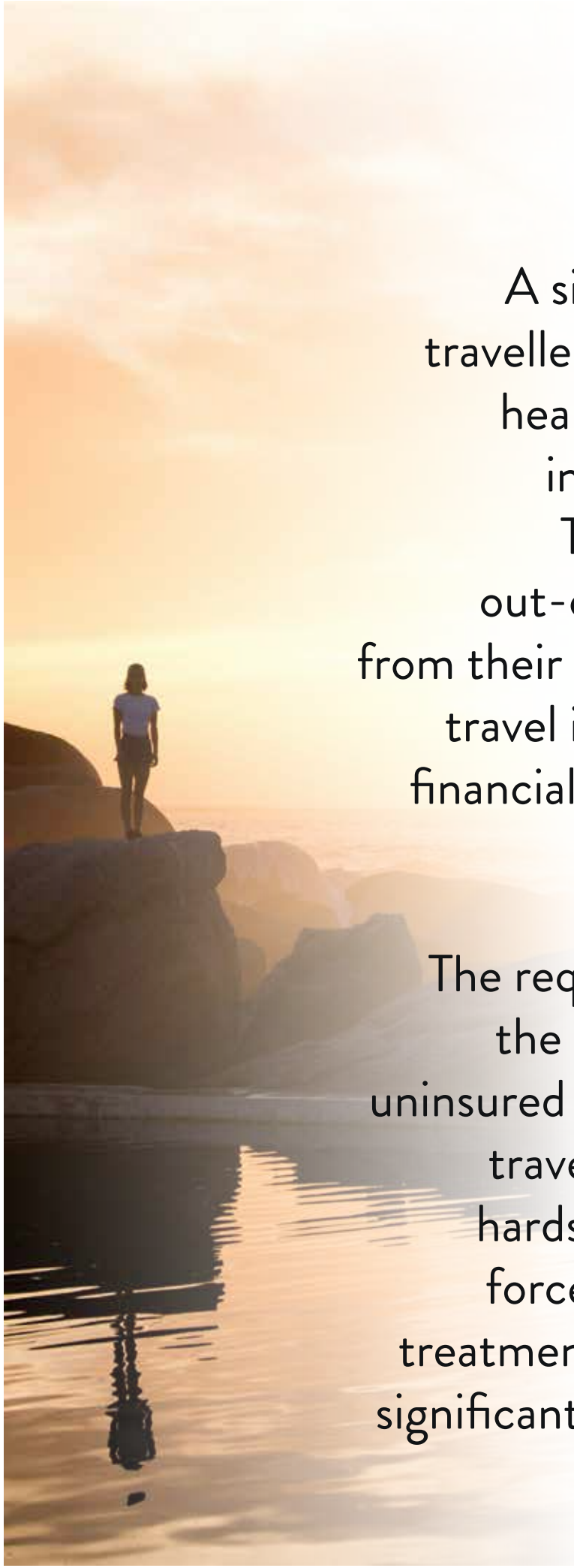
To stay well during your trip to South Africa, a few simple precautions can make all the difference. Always drink bottled or filtered water, and avoid ice in rural areas where water sources may be less reliable. Stick to food that's served hot and cooked through, and avoid raw or undercooked dishes. Maintain good hygiene by washing your hands often and using hand sanitizer regularly, especially when on the move.

To protect against the sun and insects, apply SPF 30+ sunscreen throughout the day, wear a hat and sunglasses, and use insect repellent. In malaria-prone areas, be sure to sleep under insecticide-treated nets for added protection and use insect repellents when outdoors.

Travel Insurance + Concierge Care

Before you travel, confirm that your travel insurance policy covers private healthcare and medical evacuation in South Africa, and make sure you understand the claims process in advance. Infinity Medical Concierge works seamlessly alongside your travel insurer to ensure fast, coordinated care in the event of a medical issue, giving you access to South Africa's top private facilities without the stress of navigating the system alone. It's the peace of mind that travels with you, wherever you go.





Consider:

A significant aspect of the private healthcare system for international travellers is the expectation of upfront payment for services. Unlike some healthcare systems that accept foreign insurance directly, U.S. health insurance and Medicare are generally not accepted in South Africa. This means travellers are often required to pay for medical services out-of-pocket at the time of treatment, and then seek reimbursement from their travel insurance provider later. This reinforces why comprehensive travel insurance is not just recommended but essential, as it provides the financial safety net to cover these potentially high costs and facilitates the process of direct payment or subsequent reimbursement.

The requirement for upfront payment at private hospitals, combined with the substantial medical costs, poses a considerable financial barrier for uninsured travellers. This situation means that an individual without adequate travel medical insurance could face immediate and significant financial hardship during a medical emergency. Such a financial constraint could force them to opt for the lower-quality public system, delay necessary treatment while attempting to arrange funds, or even lead to accumulating significant debt. The financial aspect, therefore, directly impacts a traveller's ability to access the preferred standard of quality medical care.

Useful Contacts:

- ER24 (Emergency) 084 124
- Netcare 911 082 911
- Tourism Safety Helpline 083 123 2345

Infinity Medical Concierge Traveller: World-Class Medical Support for International Visitors

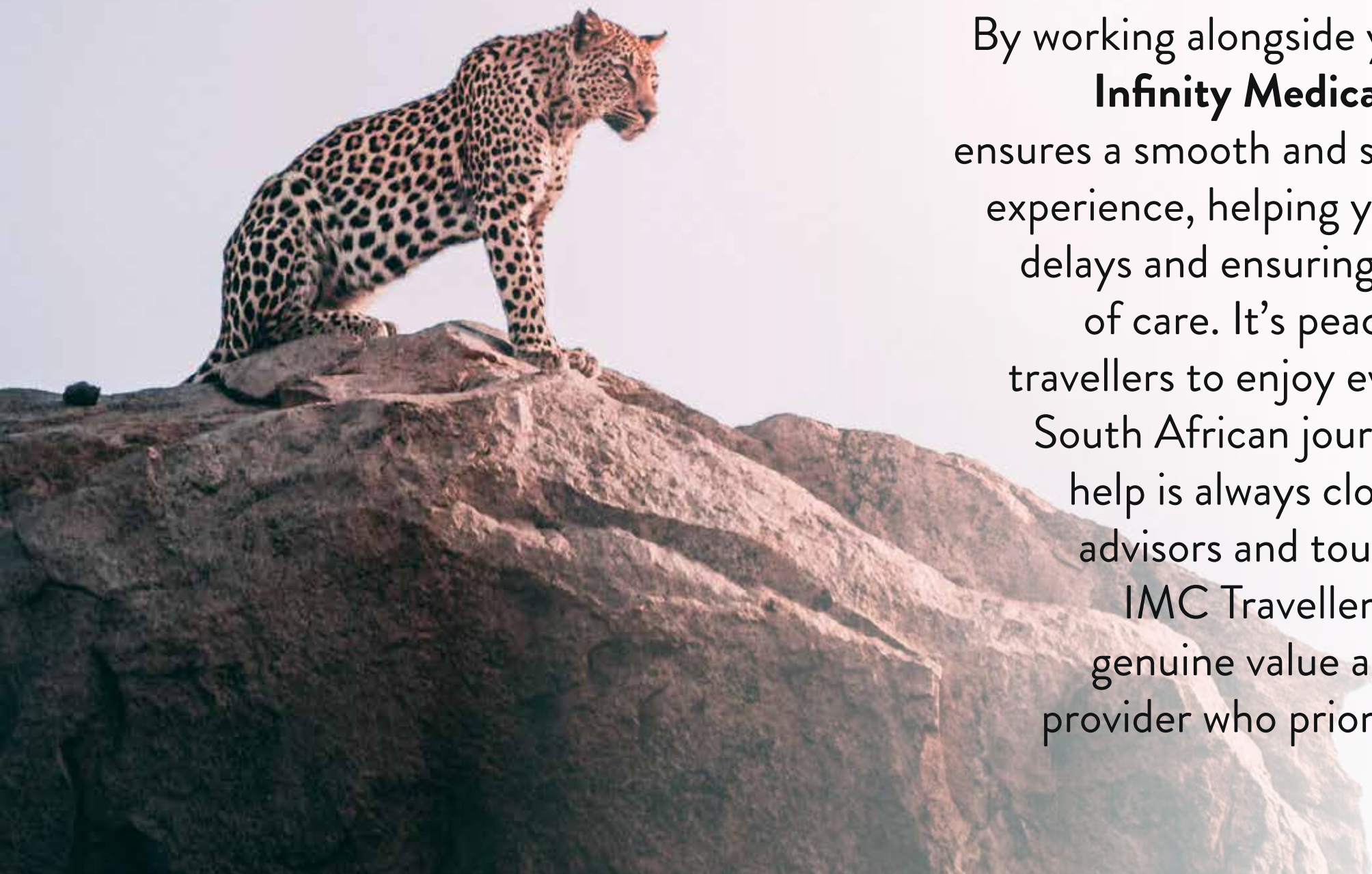


When travelling to South Africa,

access to excellent healthcare should be as effortless as every other part of the journey. Infinity Medical Concierge Traveller (IMC Traveller) is a premium medical concierge service designed to provide international travellers with personalized, immediate, and world-class healthcare support throughout their stay. Whether managing a minor concern or responding to a critical emergency, Infinity Medical Concierge offers a trusted point of contact and ensures priority access to South Africa's top private hospitals and peer-reviewed specialists. With just one call, travellers are connected to expert care - without delays, confusion or administrative hurdles.

The IMC Traveller Advantage Includes:

- 24/7 access to a dedicated medical concierge team for advice, support, and care coordination
- Fast-tracked appointments with leading medical specialists
- Immediate emergency care coordination anywhere in South Africa
- Seamless integration with travel insurance providers, helping close the gap between policy and practical care
- Real-time communication with the traveller's family and healthcare providers back home
- Support with follow-up care, including transport, medications, and medical equipment
- App-based features including telemedicine, location tracking, and medical record access
- Complimentary cover for children under 12 and discounted rates for longer stays



By working alongside your travel insurance, **Infinity Medical Concierge Traveller** ensures a smooth and stress-free healthcare experience, helping you avoid unnecessary delays and ensuring the highest standard of care. It's peace of mind that allows travellers to enjoy every moment of their South African journey - knowing expert help is always close at hand. For travel advisors and tour operators, including IMC Traveller in your offering adds genuine value and sets you apart as a provider who prioritises client wellbeing.

Contact Us To Discuss Your Requirements



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